

City of Chattanooga, Tennessee

Personnel Class Specification

Class code 0257

FLSA: Non-Exempt

CLASSIFICATION TITLE: CITY TRAVEL AGENT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to coordinate accommodations for city officials traveling on official business.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Researches and stays abreast of travel programs and other cost-savings measures; monitors and oversees the city's frequent flier / preferred customer programs; negotiates with hotels, rental agencies, and other travel service providers for discounted rates; and identifies

Makes travel arrangements for city officials traveling on official business, to include hotel, transportation, and conference reservations, registrations, and arrangements; works with officials to determine the best itinerary and accommodation in order to balance convenience with costs; ensures that required approval has been obtained; prepares travel itineraries; and coordinates direct billing for services.

Communicates travel policies, guidelines, and related information to city employees; prepares travel training kits for new hires.

Monitors the use of city travel credit cards; issues new cards and cancels existing cards as appropriate.

Compiles and tracks travel statistics and costs; compiles reports for city officials as requested.

Performs general clerical functions in support of the department; may open office or building; answers telephones; takes and relays messages; may also monitor and relay messages and work orders using a two-way radio or other electronic system; trains and assists employees.

Composes, prepares, types, proofreads, copies, prints, files, posts, logs, and/or transmits correspondence, reports, charts, forms, statements, lists, bids, notices, purchase orders, work orders, and/or related documentation; maintains and updates related files.

Processes requests, complaints, changes, updates, reports, specifications, new services/projects, or other items.

Schedules meetings, hearings, appointments, and reservations; prepares, maintains and updates schedules and calendars; notifies personnel of schedules; makes travel arrangements; assists personnel in preparing expense reports.

Organizes and maintains files; researches records, reports and files; compiles statistical, accounting, and budgetary data; calculates financial data; maintains official records used in City services and operations.

Creates and/or maintains spreadsheets, databases, filing systems, and/or department library.

Coordinates or processes administrative activities of assigned programs or functions; duties include serving as liaison to the general public in explaining department operations and providing general assistance, handling routine department functions or problems, referring complex or difficult issues.

Establishes, updates and maintains various computer files, databases and spreadsheets; generates and prints reports; conducts computer file back-ups, may maintain website.

Prepares and/or audits budget reports/projections and monitors balances; may provide recommendations for budget appropriations; may monitor and reconcile ledgers and accounts.

Serves on various committees as required.

May calculate, prepare, review, adjust and process payroll, payroll reports, and related items; prints time sheets; maintains vacation and leave records; processes and maintains employee data records.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by college level course work or vocational training in clerical or secretarial skills; supplemented by two (2) years previous experience and/or training as a travel agent.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, depth, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Edited: January 2005